

DART GOPASS MOBILE APP AND TAP CARD

Frequently Asked Questions

1. Which public transportation agencies use the GoPass app for transit tickets and passes?

- **DART** (Dallas Area Rapid Transit) – Travel that begins in the Dallas area of Texas
- **DCTA** (Denton County Transportation Authority) – Travel that begins in the Denton/Lewisville area of Texas
- **Trinity Metro** – Travel that begins in the Fort Worth area of Texas
- **STAR Transit** – Bus transportation in Kaufman County, Rockwall County, Mesquite, and Balch Springs areas of Texas

For more information on each agency's regular and reduced fares visit:

- DART.org/fares
- DCTA.net/fares-passes
- RideTrinityMetro.org/tickets
- STARtransit.org

2. How do I register when I use the GoPass app for the first time?

- When you launch GoPass, the app will prompt you to enter your first name, last name and ZIP code. The next screen will ask you to enter your phone number. Press "NEXT." You will receive a one-time passcode via SMS text message. Enter the verification code in the app and press "NEXT." You also can register from "Your Profile," under "More" in the app which follows the same steps. This is a one-time registration process.

3. What happens if I change phones?

- Your GoPass account is tied to your phone number, not your device. If you get a new phone, you will need to download the GoPass app to the new device. If you register in the app with the same phone number, your previously purchased tickets and passes will load into the Wallet section. You may register your phone number in the GoPass app on up to four devices within 180 days.

4. What should I do if I have the GoPass app open, but I'm having problems getting the system to respond?

- Try exiting, closing, and relaunching the GoPass app, or restart your mobile device. You may have to delete and reinstall the application or download the latest GoPass app update from the Google Play Store (for Android) or Apple App Store (for iPhone).

5. What types of ticket and passes can I purchase in the GoPass app?

- You can purchase Local, Regional, and Reduced (Seniors, Disabled, Child) passes in the GoPass app.
- Reduced-fare ticket holders also must show the separate, applicable valid ID - such as a Senior ID, Disabled ID - when asked to present your GoPass ticket or pass.
- Residents in the Dallas-Fort Worth region can buy a Regional ticket or pass to travel on any combination of the DART, Trinity Metro, or DCTA systems.

6. How do I view my purchased tickets?

- On the home screen, click on the Wallet button to view your tickets. All active tickets will also be displayed directly on the home screen.

7. Once I purchase my ticket(s), am I done?

- No, you must activate your ticket before boarding the bus or train and show the ticket on your smartphone to the bus operator or fare enforcement officer when required. Not-activated tickets do not qualify as fare payment.

8. How do I activate my ticket?

- To activate the ticket, slide the button on the bottom of the ticket to activate.

9. If I purchase a ticket in the GoPass app, do I need to print a ticket?

- No, you do not need to print a ticket. Go to the 'Wallet' option and activate the ticket before boarding. Show the ticket on your smartphone to the bus operator, train conductor or fare enforcement officer when required.

10. If I have a ticket that's purchased but not Active, can I get a fine for fare evasion?

- There are no free rides. You must activate your ticket before boarding and show the ticket on your smartphone to the bus operator or fare enforcement officer when required.
- Failure to produce a valid (Active) ticket is punishable by an administrative penalty of up to \$50 or a Class C misdemeanor violation with a fine not to exceed \$500.

11. Will I get an e-mail confirmation for purchases made using the application?

- You won't receive an email, but ticket purchase history is available in the 'Wallet' section. You can export a receipt for each order (purchase) by selecting "History," then the order. Use the up arrow in the top right corner to generate a receipt, then use the three dots to email the PDF receipt to yourself. You must have an email account set up on your mobile device to export receipts.

12. How do I scan my ticket on the bus/train?

- You do not need to scan the ticket on the bus or train. Instead, you must activate your ticket prior to boarding the bus or train.

13. Can I buy multiple tickets in advance of my travel?

- Yes, you can buy tickets in advance of your travel date. Not-activated tickets are stored in your Wallet. Do not activate your ticket(s) until shortly before you board the bus or train.
- For DART, DCTA, Trinity Metro, and STAR Transit, you must use your tickets within 60 days of the purchase date, or the tickets will expire.
- A notification will be sent to your phone prior to expiration.

14. If I ride the Trinity Railway Express (TRE), do I buy my ticket from DART or Trinity Metro?

Choose the transit agency based on your starting location:

- Select DART if your trip begins at West Irving, Downtown Irving/Heritage Crossing, Medical/Market Center, Victory or EBJ Union Station.
- Select Trinity Metro if your trip begins at Fort Worth T&P, Fort Worth ITC, Richland Hills, or Bell stations.

- CentrePort/DFW Airport Station is the fare zone boundary. Select DART if you are traveling eastbound (toward Dallas), or Trinity Metro if you are traveling westbound (toward Fort Worth).

15. Am I able to make changes once I purchase a ticket?

- No, once you purchase a ticket, you will not be able to make any changes.

16. If I bought the wrong ticket, what should I do?

- All refunds will be reviewed on a case-by-case basis. Please call customer service at the transit agency from which you purchased the ticket.

DART: 214-979-1111

DCTA: 940-243-0077 Ext. 2223

Trinity Metro: 817-215-8600

17. How do I get a refund if I don't use my ticket?

- There are no refunds for unused tickets.
- For DART, DCTA, Trinity Metro and STAR Transit, please review the "Terms and Conditions" document ("Changes, refunds and ticket expiration" paragraph) for more information about refunds. In the app, navigate to menu "Settings" and select the "Terms & Conditions" option.

18. What happens if my smartphone battery dies before I show my GoPass mobile ticket to the bus operator, fare enforcement officer, or transit police officer?

- You are responsible for keeping your smartphone charged while riding the bus or train, just as customers must keep track of their paper ticket or transit pass card. If your phone dies, you must purchase a new ticket from a ticket vending machine (TVM) or bus farebox for your trip.

19. Can I view my active ticket or activate a ticket when I have no or poor cell service, like in DART's tunnel?

- You can view the Wallet section offline, including active tickets, non-active tickets and expired tickets. You also can activate tickets while your phone is offline, but the ticket(s) will only be available for 60 minutes. After that hour,

your phone must reconnect to the Internet to view the ticket again. The other features of the GoPass app, like the trip planner, can only be used when online.

20. Are there any special circumstances in which I cannot purchase tickets in the app?

- Mobile service providers have different coverage within the DFW area; you need good cell service and an Internet connection to purchase a ticket. In addition, you will not be able to purchase a ticket on the platform level at DART's underground Cityplace/Uptown Station. There is no network availability at this location.

21. What if I lose my network connection during a transaction?

- Once a network connection is available, confirm that you purchased the ticket by checking in the Wallet section of the app. If not, you will need to redo the ticket purchase.

22. How ,do I get a printed receipt for my ticket?

- Chose "History" in the GoPass Wallet section. Select the purchase order. Use the export icon in the upper right corner to email a receipt for each transaction.

23. How do I set up or change my payment settings?

- You can add, change, or remove credit card information stored on the app at any time. You will need to register the card by providing your name, phone number and ZIP code. To store a new credit card:
 1. Create a PIN
 2. Select "'Add New Card'"
 3. Enter your credit card details

By default, the app will store your card by the card brand, such as "Visa" or "MasterCard. To set a default credit/debit card, click on the star next to the card name.

24. What is the pending charge that appeared on my credit/debit card?

- If you register a credit card in Setup or GoPass Wallet of the app, Payeezy will post and immediately reverse a small charge (usually \$0.10 or \$1.00) against the account as a test. Depending on your credit card company or bank, this charge

may or may not show up on your statement as pending. The fee will not be charged against your card. Payeezy is a credit card processing vendor for electronic payments.

25. How does the Trip Planner work?

- In the GoPass app, the Trip Planner is located at the "Plan" tool found on the bottom of the home screen.
- Using the tool, you can create personalized journeys on modes offered by the participating transit agencies, including buses, trains, on-demand services, and streetcars.
- Enter where you want to go to receive detailed trip information. Your current location is the default starting point, but that can be configured once the destination is set. Results are shown in your choice of a text or map view.

26. What information is available about routes/stations in the application?

- When pressing the Plan Journey button ("Home" screen), in the tab-bar, you will be taken to a map view of your area with stop/stations.

27. How do I report an issue or contact transit security in the app?

- To report an issue, select "More" and "Transit Security. Select your agency for method of contact.

28. Do you store or share any of my personal information?

- For diagnostics, the GoPass app stores your name, phone number, build stage, app version, device model platform, and version. You can view this information in "Your Profile."
- Your credit/debit card information is protected by your PIN and stored securely with Payeezy¹ a leading provider of credit card processing for electronic payments. Payment information is neither stored in the app nor collected or stored by DART, Trinity Metro¹ OCTA, STAR Transit, Tulsa Transit, or Citibus.
- You can update your PIN at any time in the app, but this will require your existing PIN first. How is my privacy protected?

- DART, DCTA, Trinity Metro, and STAR Transit will not share your profile information. Your information also is exempt from open records requests.

29. Will I need a personal identification number (PIN) or Touch ID to make a purchase?

- Yes. During registration, the app will ask you to create a PIN to protect your profile and credit card on file. You also have the option to enable Touch/Face ID if your device has that feature.

30. I forgot my PIN; how do I retrieve it?

- To reset your PIN: Select "More" and "Forgot PIN." Resetting your PIN will remove any stored payment cards on your account. The current balance in your GoPass Wallet will not change.
 - You may also contact: DART, DCTA, Trinity Metro, and STAR Transit- Call DART Customer Service at 214-979-1111.

31. If I lose my phone, is my information safe?

- Your information stored in the GoPass app may be vulnerable if you have not taken precautions to protect your mobile device, such as locking the screen, activating remote features, and configuring two- step authentication for all apps.

32. How does the card work?

- Like a prepaid card, you load value on the GoPass Tap card account in advance of riding. Then, you simply hold the card up to the electronic reader every time you board or transfer on a DART bus, DART Rail train, TRE train between EBJ Union Station and DFW Airport/CentrePort Station, or the Dallas Streetcar. Your fare deducts automatically.

33. Where can I purchase or reload the GoPass Tap card?

- You can purchase or add value to your GoPass Tap card account at hundreds of retail locations; online at GoPass.org; or by calling DART Customer Service at 214-979-1111 and select the option, "For questions or issues with your tap card."

- To find your nearest retailer, [click here](#). You can also go to your GoPass Wallet and select “Add Funds Using Cash”; then scroll to “Change store” to find a location near you.

34. How much does it cost to get a GoPass Tap card?

- There is no activation fee or purchase fee for the GoPass Tap card. However, there is an initial \$6 minimum load, which you can use to pay your DART fares.

35. Can I pay the fare for more than one person with the same GoPass Tap card?

- No, each person must have their own, unique GoPass Tap card. The card system does not allow you to pay for more than one fare at a time.

36. Where do I tap the card?

- There are card readers on buses, at rail station platforms and onboard the Dallas Streetcar. You simply tap your GoPass Tap card at the reader every time you board, and the system will charge you the best fare.

37. How will fare enforcement officers know I tapped?

- On the trains, fare enforcement officers have handheld devices to verify that you tapped your card at the card reader prior to boarding.

38. If I use the GoPass Tap card, will the card reader automatically pick the correct fare type?

- Yes! The system will determine and charge the “best fare” when you Tap your GoPass Tap card at the card reader. As an example, you tap your card at 10 a.m. and the card system charges your account \$2 for a Midday Pass. When you board again at 1 p.m., the system does not charge you because you are still within the Midday Pass period. When you tap again at 3 p.m., the system charges you an additional \$3 for a PM Pass. Your total trip costs \$5 – less than a Day Pass!

39. Do I have to register the card?

- No. However, if you want to take advantage of fare capping, you will need to register your card. Also, if you lose your card, you cannot recover your balance if the card is not registered.

40. How do I register my GoPass Tap card on the GoPass.org website?

- At the top of the home page, under “Email,” click on “Create New Account.” Fill out the form and fill in the “GoPass Tap card number.” Once, your account has been created, log in from the top of the home page. You will be taken to the “My GoPass Tap Account Cards” page. Select “Add/Report Card” to add one or more GoPass Tap cards to your account by filling out the form.
- Give each GoPass Tap card a meaningful nickname like “John Doe’s card.” From this page, you can also add funds to your account and view your transaction history.

41. What if I lose my card?

- If you lose a registered GoPass Tap card, report your lost card to DART via GoPass.org or call DART Customer Service, and if your card was registered, we will restore your account balance on a new card.

42. What is fare capping and how does it work with GoPass Tap?

- With a registered GoPass Tap card, you never spend more than the total cost of a day pass (local or reduced) in a single day, or the total cost of a monthly pass (local or reduced) in a calendar month.

As an example, if you tap the card reader at various times throughout the day with a registered GoPass Tap card and by the middle of the month you have reached the cost of a Monthly Pass (\$96), you won’t pay another penny until the next month.

43. Can I pay my fare on the Trinity Metro or the Denton County Transportation Authority systems with the GoPass Tap card?

- No, the GoPass Tap card is for local dart fare payment only. You can use the GoPass Tap card to pay your fare on all DART buses and trains and for travel on the Trinity Railway Express (TRE) between EBJ Union Station and CentrePort/DFW Airport Station. You can purchase regional fares on the GoPass app for travel on Trinity Metro or Denton County Transportation Authority.

44. Where do I go for more information about GoPass Tap?

- Visit GoPass.org or call DART Customer Service at [214-979-1111](tel:214-979-1111) and select the option, “For questions or issues with your tap card.”